

ADMINISTRATIVE SERVICES

GENERAL FUND 100 —11200
Richard Colwell, Director of Administrative Services

Budget Category	Actual 1999-00	Budget 2000-01	Department Requested 2001-02	CEO Rec 2001-02	Rec Change %	BOS Adopted 2001-02
Salaries & Benefits	\$ 565,157	\$ 620,015	\$ 746,671	\$ 747,194	21%	\$ -
Services & Supplies	\$ 123,032	\$ 102,996	\$ 126,845	\$ 126,037	22%	\$ -
Other Charges	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Fixed Assets	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Other Financing Uses	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Chgs from Depts	\$ 12,696	\$ 18,220	\$ 16,489	\$ 18,131	0%	\$ -
Gross Budget	\$ 700,885	\$ 741,231	\$ 890,005	\$ 891,362	20%	\$ -
Less: Chrgs to Depts	\$ (333,849)	\$ (391,937)	\$ (489,851)	\$ (485,785)	24%	\$ -
Net Budget	\$ 367,036	\$ 349,294	\$ 400,154	\$ 405,577	16%	\$ -
Less: Revenues	\$ (303,387)	\$ (285,319)	\$ (322,127)	\$ (327,551)	15%	\$ -
Net County Cost	\$ 63,649	\$ 63,975	\$ 78,027	\$ 78,026	22%	\$ -
Alloc. Positions	10	10	10	10	0%	0

Mission and Objectives

To manage all of the Administrative Services department activities and to provide liaison and communications with other agencies, the public and within county government. This division has overall departmental management responsibility for Central Services, Management Information Services, Procurement Services, Revenue Services, Telecommunications, and Redevelopment.

To accomplish this mission, the department has identified the following objectives:

1. Operations Management: To provide day-to-day management of the six operating divisions. (\$405,989 and 5.00 positions)
2. Administrative Support: To provide administrative support to the operating divisions by processing payroll, purchasing and accounting documents, answering telephone calls, and providing typing and secretarial assistance. (\$405,989 and 5.00 positions)
3. General Fund Contributions: To budget the General Fund contributions to the Telecommunications Fund for unallocable communications services and to the Central Services Fund for inter-office mail and courier services. (\$78,026 and 0.00 positions)

Recommended Expenditures

Recommended gross expenditures have increased primarily because of approved salary and benefit adjustments and due to the need to backfill the retiring Deputy Director who will be using accumulated leave for retirement credit. Other increased costs include additional replacement PC's and higher costs

for General Fund inter-office mail, videotaping of Board meetings, and fire communications costs. The increases are partially offset by various other adjustments to salary and benefit costs, including leaving the Dep. Director position unfilled for a short period of time, and by increased charges to the other divisions in the department, as indicated below.

MANAGEMENT INFORMATION SERVICES

GENERAL FUND 100 — 11040
Richard Colwell, Director of Administrative Services

Budget Category	Actual 1999-00	Budget 2000-01	Department Requested 2001-02	CEO Rec 2001-02	Rec Change %	BOS Adopted 2001-02
Salaries & Benefits	\$ 2,638,829	\$ 2,989,502	\$ 3,081,242	\$ 3,054,635	2%	\$ -
Services & Supplies	\$ 3,232,545	\$ 2,686,072	\$ 2,944,294	\$ 2,779,920	3%	\$ -
Other Charges	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Fixed Assets	\$ 79,145	\$ 108,400	\$ -	\$ -	-100%	\$ -
Other Financing Uses	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Chgs from Depts	\$ 204,063	\$ 267,555	\$ 278,588	\$ 275,833	3%	\$ -
Gross Budget	\$ 6,154,582	\$ 6,051,529	\$ 6,304,124	\$ 6,110,388	1%	\$ -
Less: Chrgs to Depts	\$ (1,933,110)	\$ (2,137,563)	\$ (1,912,019)	\$ (1,869,430)	-13%	\$ -
Net Budget	\$ 4,221,472	\$ 3,913,966	\$ 4,392,105	\$ 4,240,958	8%	\$ -
Less: Revenues	\$ (596,598)	\$ (660,827)	\$ (335,200)	\$ (354,220)	-46%	\$ -
Net County Cost	\$ 3,624,874	\$ 3,253,139	\$ 4,056,905	\$ 3,886,738	19%	\$ -
Alloc. Positions	44	44	44	44	0%	0

Mission and Objectives

To operate and maintain the county's management information systems (MIS) network, including all infrastructure components, network operating systems and standard office automation systems, through analysis of customer needs and current and projected capabilities; to satisfy customer business requirements; to provide analysis of network trends; to operate and maintain existing systems individually and as an integrated system; to plan network upgrades; to arrange and manage contractor support to supplement in-house support; and to plan projects in order to bring new and/or replacement systems on line through integration with other projects and existing systems.

To accomplish this mission, the department has identified the following objectives:

1. Network and Data Center Operations: To respond to 7,500 customer requests for service, maintain 58 host computer systems, support 1,475 PC's and provide support for 72 customer department software systems. (\$2,657,761 and 18.55 positions)
2. Network Maintenance: To plan, manage, analyze, operate and maintain the software and hardware comprising the county's data networks including 700 local area and wide area network domains; install and configure 160 software upgrades to support 84 software systems; and support 2,700 network users. (\$1,661,996 and 11.60 positions)
3. Network Infrastructure Projects and Security: To spend 5,590 hours of staff time on system implementation, 3,380 hours on system feasibility studies, 2,740 hours monitoring and reporting, and 1,560 hours modifying and maintaining the network infrastructure. (\$1,220,708 and 8.52 positions)

4. Customer Projects: To spend 4,574 hours consulting with departments regarding projects to replace or add to existing systems and 4,220 hours implementing new systems. (\$763,659 and 5.33 positions)

Performance Indicators & Measures

OBJ NO.	WORKLOAD/PERFORMANCE INDICATOR & MEASURE	UNIT OF MEAS.	1999-00 PR. YR. ACTUAL	2000-01 CURR. YR. EST.	2001-02 REQ. BGT. EST.	2001-02 REQ. BGT. \$'S	2001-02 REQ. POSIT.
1.	No. of Customer Requests for Services	QNTY	6,100	6,200	7,500	\$1,196,351	8.35
	Cost per Request	Dollars	\$129	\$132	\$160		
2.	No. of LAN/WAN Segments Supported	QNTY	550	700	700	\$997,198	6.96
	Cost per Unit	Dollars	\$2,286	\$2,333	\$1,425		
3.	No. of Hours Spent - System Implementation for Network Projects	QNTY	7,000	5,590	5,590	\$732,138	5.11
	Cost per Hour	Dollars	\$62.33	\$97.37	\$130.97		
4.	No. of Hours Spent - System Implementation for Department Projects	QNTY	5,250	4,220	4,220	\$610,354	4.26
	Cost per Hour	Dollars	\$94.43	\$114.65	\$144.63		

Recommended Expenditures

Overall recommended expenditures have increased only slightly, although decreases in one-time project revenues and in reimbursements for services will result in sharply increased net costs to the General Fund for this budget.

Salaries and benefits have increased due to approved salary and benefit adjustments, the costs of which are partially offset by four vacant, unfunded positions for FY 2001-02. Services and supplies have increased, primarily for software and network license and maintenance costs and for leased network equipment replacements and upgrades.

Included in the recommended budget is funding to replace an additional 120 personal computers (\$144,000 for first-year lease costs) for County departments. The issue of leasing vs. buying of computers is currently under review, and therefore, the amounts recommended for acquisition may change for the Final Budget.

PROCUREMENT SERVICES

GENERAL FUND 100 — 10400
Richard Colwell, Director of Administrative Services

Budget Category	Actual 1999-00	Budget 2000-01	Department Requested 2001-02	CEO Rec 2001-02	Rec Change %	BOS Adopted 2001-02
Salaries & Benefits	\$ 455,769	\$ 488,050	\$ 518,137	\$ 522,308	7%	\$ -
Services & Supplies	\$ 37,999	\$ 68,130	\$ 67,385	\$ 58,505	-14%	\$ -
Other Charges	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Fixed Assets	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Other Financing Uses	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Chgs from Depts	\$ 16,486	\$ 19,006	\$ 20,682	\$ 20,475	8%	\$ -
Gross Budget	\$ 510,254	\$ 575,186	\$ 606,204	\$ 601,288	5%	\$ -
Less: Chrgs to Depts	\$ (240)	\$ -	\$ -	\$ -	0%	\$ -
Net Budget	\$ 510,014	\$ 575,186	\$ 606,204	\$ 601,288	5%	\$ -
Less: Revenues	\$ (41,725)	\$ (51,106)	\$ (15,764)	\$ (54,423)	6%	\$ -
Net County Cost	\$ 468,289	\$ 524,080	\$ 590,440	\$ 546,865	4%	\$ -
Alloc. Positions	9	9	9	9	0%	0

Mission and Objectives

To provide centralized purchasing of quality equipment, material and services at the maximum cost savings to the county consistent with operational requirements. To serve as the primary contact between the County and vendors. To manage, distribute and dispose of surplus county property. To manage a countywide office supply contract and other consolidated blanket purchase orders and contracts. To manage a countywide credit card program and serve as the primary point of contact between the county, the State of California and the contract bank. To provide technical support and training for the PAS purchasing module used by all county departments.

To accomplish this mission, the department has identified the following objective:

1. Centralized Purchasing: To consider and process 7,000 purchase requisitions, 300 written bids, and 2,600 purchase orders, blanket purchase orders and contracts. (\$606,201 and 9.00 positions)

Performance Indicators & Measures

OBJ NO.	WORKLOAD/PERFORMANCE INDICATOR & MEASURE	UNIT OF MEAS.	1999-00 PR. YR. ACTUAL	2000-01 CURR. YR. EST.	2001-02 REQ. BGT. EST.	2001-02 REQ. BGT. \$'S	2001-02 REQ. POSIT.
1.	No. of Original Purchasing Requests from Departments	QNTY	3,231	3,200	3,200	\$231,057	3.50
	Cost per Request	Dollars	\$62.77	\$65.51	\$72.21		

Fiscal and Policy Issues

The implementation of the Performance Accounting (PAS) purchasing module continues to impact Procurement division staff workload. The accounts payable function is still in the process of being rolled out to departments and requires training and technical assistance from procurement staff. In the coming year, the division should continue to evaluate the work processes and explore alternatives if necessary to mitigate these impacts.

Recommended Expenditures

The increase in recommended expenditures primarily reflects salary and benefits increases included in the new employee contract. This is partially offset by an overall reduction in the request for services and supplies.

REVENUE SERVICES

GENERAL FUND 100 — 10280
Richard Colwell, Director of Administrative Services

Budget Category	Actual 1999-00	Budget 2000-01	Department Requested 2001-02	CEO Rec 2001-02	Rec Change %	BOS Adopted 2001-02
Salaries & Benefits	\$ 522,733	\$ 568,000	\$ 600,719	\$ 599,411	6%	\$ -
Services & Supplies	\$ 267,171	\$ 293,753	\$ 335,053	\$ 332,445	13%	\$ -
Other Charges	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Fixed Assets	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Other Financing Uses	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Chgs from Depts	\$ 191,503	\$ 185,444	\$ 277,001	\$ 275,947	49%	\$ -
Gross Budget	\$ 981,407	\$ 1,047,197	\$ 1,212,773	\$ 1,207,803	15%	\$ -
Less: Chrgs to Depts	\$ (681,723)	\$ (714,425)	\$ (842,167)	\$ (833,745)	17%	\$ -
Net Budget	\$ 299,684	\$ 332,772	\$ 370,606	\$ 374,058	12%	\$ -
Less: Revenues	\$ (1,568,718)	\$ (307,222)	\$ (337,134)	\$ (346,634)	13%	\$ -
Net County Cost	\$ (1,269,034)	\$ 25,550	\$ 33,472	\$ 27,424	7%	\$ -
Alloc. Positions	14	14	14	14	0%	0

Mission and Objectives

To provide professional billing and collection services, resources and expertise to the county to maximize potential revenues at a lower cost than departments can achieve through their own efforts, and to derive the advantages and economies resulting from a centralized activity and function.

To accomplish this mission, the department has identified the following objective:

1. To work the accounts assigned to the division for collections 154,000 times during the year, send 144,840 statements and 9,800 written notices, make 28,500 phone calls, and process 65,000 payments. (\$1,212,773 and 14.00 positions)

Performance Indicators & Measures

OBJ NO.	WORKLOAD/PERFORMANCE INDICATOR & MEASURE	UNIT OF MEAS.	1999-00 PR. YR. ACTUAL	2000-01 CURR. YR. EST.	2001-02 REQ. BGT. EST.	2001-02 REQ. BGT. \$'S	2001-02 REQ. POSIT.
1.	No. of Times Revenue and Reimbursement Accounts Worked Per Year for Collections	QNTY	145,400	147,600	154,000	606,387	7
	Cost per Collection Account Effort	Dollars	\$3.41	\$3.59	\$3.94		

Recommended Expenditures

Recommended expenditures have increased due to higher charges for credit and debit card processing, costs for access to court systems, for collections software licensing and maintenance, higher postage costs, lease costs for new and replacement PC's, and for employee benefit charges from County Personnel and higher administrative charges from Administrative Services.

Administrative Services concurs with the recommended budget.

CENTRAL SERVICES

CENTRAL SERVICES FUND 250305 — 06380
Richard Colwell, Director of Administrative Services

Budget Category	Actual 1999-00	Budget 2000-01	Department Requested 2001-02	CEO Rec 2001-02	Rec Change %	BOS Adopted 2001-02
Salaries & Benefits	\$ 405,326	\$ 484,818	\$ 511,828	\$ 516,121	6%	\$ -
Services & Supplies	\$ 1,097,770	\$ 1,166,178	\$ 1,266,299	\$ 1,270,408	9%	\$ -
Other Charges	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Fixed Assets	\$ (3,715)	\$ 18,900	\$ 51,200	\$ 53,072	181%	\$ -
Other Financing Uses	\$ 31,691	\$ 30,000	\$ 15,000	\$ 39,000	30%	\$ -
Chgs from Depts	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Gross Budget	\$ 1,531,072	\$ 1,699,896	\$ 1,844,327	\$ 1,878,601	11%	\$ -
Less: Chrgs to Depts	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Net Budget	\$ 1,531,072	\$ 1,699,896	\$ 1,844,327	\$ 1,878,601	11%	\$ -
Less: Revenues	\$ (1,656,747)	\$ (1,699,896)	\$ (1,725,900)	\$ (1,715,000)	1%	\$ -
Net County Cost	\$ (125,675)	\$ -	\$ 118,427	\$ 163,601	100%	\$ -
Alloc. Positions	10	10	10	10	0%	0

Mission and Objectives

To provide efficient and economical reprographic, mail and records management services. This includes design and production of off-set printing items, quick copy service for both color and black and white copies, convenience copier service, forms and paper inventory, U.S. mail, UPS and inter-office mail service and coordination and standard setting for county records storage and retention.

To accomplish this mission, the department has identified the following objectives:

1. **Printing Services:** To provide off-set printing services for jobs of over 3,000 copies, including electronic design, collating, cutting, drilling, folding, binding, stapling, padding, numbering, perforating, and pick-up and delivery and to process 850 jobs and coordinate 610 jobs with outside vendors for a total of 6,725,000 print impressions. (\$507,190 and 2.75 positions)
2. **Quick Copy Services:** To provide an economical and efficient 24-hour turnaround copy service for color and black and white copies. To maintain this level of service for jobs of 1 to 3,000 copies with collating, stapling, cutting, drilling, binding, reduction, enlargement, pick-up and delivery; and process a total of 7,950,000 impressions. (\$470,303 and 2.55 positions)
3. **Mail/Courier Services:** To process approximately 1,500,000 pieces of U.S. Mail, 1,800 UPS parcels and 520,000 inter-office envelopes, and to provide timely courier/delivery services to Auburn, Roseville and Tahoe County offices. (\$461,082 and 2.50 positions)

4. Records Management: Assist all county departments in preparing records inventories, develop and finalize retention schedules, provide storage for over 6,800 boxes of inactive departmental records, respond to 1,900 requests for retrieval services and facilitate destruction of 1,300 boxes of records stored at the Records Center according to approved retention schedules. (\$221,319 and 1.20 positions)
5. Convenience Copier Services: To provide economical and efficient copy machines, service and supplies for user departments, producing over 12,400,000 copies. To ensure copy machine repairs are completed with a four-hour response time. (\$46,108 and .25 positions)
6. Inventory Services: To provide control, storage and delivery of approximately 105 inventory items to all county departments, including copier, computer, office and specialty papers and preprinted county forms; and process approximately 2,125 material requisitions. (\$138,325 and 0.75 positions)

Performance Indicators & Measures

OBJ NO.	WORKLOAD/PERFORMANCE INDICATOR & MEASURE	UNIT OF MEAS.	1999-00 PR. YR. ACTUAL	2000-01 CURR. YR. EST.	2001-02 REQ. BGT. EST.	2001-02 REQ. BGT. \$'S	2001-02 REQ. POSIT.
1.	No. of Printing Impressions/Envelopes	QNTY	5,330,658	5,450,000	6,725,000	\$189,681	2.75
	Cost per Print Svce Impression	Dollars	\$0.03	\$0.03	\$0.03		
2.	No. of Quick Copy Impressions	QNTY	9,240,000	8,460,000	7,950,000	\$469,028	2.55
	Cost per Quick Copy Impression	Dollars	\$0.04	\$0.05	\$0.06		
3.	No. of Pieces of U.S. Mail Processed	QNTY	1,612,000	1,650,000	1,500,000	\$256,555	2.50
	Cost per Piece US Mail Processed	Dollars	\$0.08	\$0.12	\$0.17		
4.	No. or Records Boxes Stored	QNTY	7,000	7,200	6,800	\$58,288	1.20
	Cost per Records Box Stored	Dollars	\$7.13	\$6.84	\$8.57		

Recommended Expenditures

Recommended expenditures have increased for a number of reasons. Salaries and benefits have increased primarily due to approved salary and benefit adjustments. A87 charges have been increased to 50% of estimated charges (\$16,900). A new press is included in the recommended expenditures.

TELECOMMUNICATION SERVICES

TELECOMMUNICATION SERVICES FUND 250100 — 02100
Richard Colwell, Director of Administrative Services

Budget Category	Actual 1999-00	Budget 2000-01	Department Requested 2001-02	CEO Rec 2001-02	Rec Change %	BOS Adopted 2001-02
Salaries & Benefits	\$ 755,457	\$ 965,207	\$ 1,001,367	\$ 1,020,296	6%	\$ -
Services & Supplies	\$ 2,355,624	\$ 2,381,391	\$ 2,628,604	\$ 2,642,207	11%	\$ -
Other Charges	\$ 203,124	\$ 197,460	\$ -	\$ 156,860	-21%	\$ -
Fixed Assets	\$ 41,442	\$ 811,494	\$ 139,900	\$ 128,500	-84%	\$ -
Other Financing Uses	\$ 79,607	\$ 20,000	\$ -	\$ -	-100%	\$ -
Chgs from Depts	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Gross Budget	\$ 3,435,254	\$ 4,375,552	\$ 3,769,871	\$ 3,947,863	-10%	\$ -
Less: Chrgs to Depts	\$ -	\$ -	\$ -	\$ -	0%	\$ -
Net Budget	\$ 3,435,254	\$ 4,375,552	\$ 3,769,871	\$ 3,947,863	-10%	\$ -
Less: Revenues	\$ (3,979,111)	\$ (3,523,226)	\$ (3,573,335)	\$ (3,663,335)	4%	\$ -
Net County Cost	\$ (543,857)	\$ 852,326	\$ 196,536	\$ 284,528	-67%	\$ -
Alloc. Positions	12	13	14	14	8%	0

Mission and Objectives

To provide planning, development and logistical support of all countywide communications systems.

To accomplish this mission, the department has identified the following objectives:

1. Telecommunication Services: To provide a reliable and cost effective countywide communications capability in voice and data transmission through services for 36 switching systems, 3,650 system components and instruments, and 2,180 voice mail boxes; and to respond to 4,950 service requests. (\$2,029,930 and 7.50 positions)
2. Radio Communication Services: To manage and maintain a countywide radio system composed of two public safety dispatch centers and 6,380 pieces of equipment, and to process 4,210 requests for service. (\$1,739,940 and 6.50 positions)

Performance Indicators & Measures

OBJ NO.	WORKLOAD/PERFORMANCE INDICATOR & MEASURE	UNIT OF MEAS.	1999-00 PR. YR. ACTUAL	2000-01 CURR. YR. EST.	2001-02 REQ. BGT. EST.	2001-02 REQ. BGT. \$'S	2001-02 REQ. POSIT.
1.	Requests for Telecommunication Services	QNTY	3,910	4,305	4,950	\$1,325,680	4.00
	Cost per Service	Dollars	\$236	\$284	\$268		
2.	Units of Radio Equipment Managed	QNTY	4,600	5,800	6,380	\$874,075	4.00
	Cost per Unit of Radio Equipment	Dollars	\$95.49	\$112.73	\$137.00		

Fiscal and Policy Issues Recommended Expenditures

Included in the recommended budget are approved salary and benefit adjustments for existing staff, full-year costs for the Telecommunications Technician added in FY 2000-01, and significant increases for communications and equipment lease costs, including leased equipment for the telephone system upgrade. As in FY 2000-01, depreciation expense of \$156,860 has been included in the budget in conformity with governmental accounting requirements.